

**WARRANTY POLICY AND PROCEDURE
FOR ALL BRIGGS & STRATTON AUTHORIZED ACCOUNTS**

ONE YEAR LIMITED WARRANTY

"For one year from date of purchase, Briggs & Stratton Corporation will replace for the original purchasers, free of charge, any part, or parts of the engine, found upon examination by any Factory Authorized Service Center, or by the Factory at Milwaukee, Wisconsin, to be defective in material or workmanship or both; this is the exclusive remedy. All transportation charges on parts submitted for replacement under this warranty must be borne by purchaser. For warranty service contact your nearest Authorized Service Center as listed in the 'Yellow Pages' under 'Engines, Gasoline' or 'Gasoline Engines.' THERE IS NO OTHER EXPRESS WARRANTY. IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO ONE YEAR FROM PURCHASE AND TO THE EXTENT PERMITTED BY LAW ANY AND ALL IMPLIED WARRANTIES ARE EXCLUDED. LIABILITY FOR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES ARE EXCLUDED TO THE EXTENT EXCLUSION IS PERMITTED BY LAW. Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state."

Briggs & Stratton Corporation

F. P. Stratton Jr.
F.P. Stratton, Jr.
President and Chief Executive Officer

A. GENERAL WARRANTY PROCEDURE

1. Use Warranty Claim Form ESA-157. Claims must be filled out and sent to the Factory immediately after the service is performed.
2. Fill out Warranty form completely, except where the forms indicate "Do Not Use" or "Factory Use Only". Do not use spaces 3, 4, 9, 10 and 13.
3. In Section 12, list your name and address exactly as shown on the Certificate you received at the time of appointment. Mark the appropriate box to indicate your Service classification. It is necessary that all information be supplied accurately so that Claims can be paid promptly. Claims which are not complete will be returned.
4. Enter your Briggs & Stratton Assigned Identification Number in Section 14.
5. Keep the pink copy of the Claim for your records and send the white, yellow and blue copies directly to Briggs & Stratton Corporation, Service Department, P. O. Box 702, Milwaukee, Wisconsin 53201.
6. Payment for the Claims will be made by check directly to you. A separate check will be issued for each claim processed.
7. When additional time is required to remove and replace an engine, in order to perform Warranty repair, list such time separately, using the words "Remove and Replace Engine".
8. When writing to the Factory about any Claim, be sure to give customer's name, Claim Number, and date of Claim.
9. Any time material is returned to the Factory for examination and a Warranty decision, send the Claim together with the material.

B. WARRANTY PROCEDURE, USING PARTS, SHORT BLOCK OR ENGINE

To decide whether an engine should be repaired with parts or a short block assembly, compare the following total costs.

PARTS
Parts at your COST + 20%
plus
labor required

SHORT BLOCK
Short Block at your COST + 10%
plus
labor required

Choose the repair procedure which results in the LOWEST total cost. If a short block is not offered for the engine in question, compare the following total costs.

PARTS
Parts at your COST + 20%
plus
labor required

***ENGINE**
Engine at your COST + 10%
plus
labor required

Choose whichever is the LOWEST total cost.

Normally, the short block or engine, which you require, will be available from your stock. However, if you require a short block or engine, which you do not have in stock, the Factory will ship the short block or engine directly to you, upon receipt of the Warranty Claim, if you so request. Mark the Claim accordingly. In Canada, a short block or engine will be supplied, if you so request, by the Canadian Central. *NOTE: To use an ENGINE for Warranty, it is necessary to obtain approval from your Briggs & Stratton Authorized Service Distributor or Briggs & Stratton Authorized Central Service Distributor, or from the Factory.

C. WARRANTY REIMBURSEMENT

If repair is completed with PARTS, you will be reimbursed for the parts at your COST, plus 20%, and for labor at your hourly shop labor rate on record with us, not to exceed \$12.00 per hour.

If repair is completed with a SHORT BLOCK OR ENGINE, you will be reimbursed at your cost, plus 10%, for the short block or engine, and for labor at your hourly shop labor rate on record with us, not to exceed \$12.00 per hour.

D. WARRANTY PROCEDURE INVOLVING NEW DEFECTIVE PARTS FROM STOCK

1. If new parts, from your stock, are defective, fill out a Claim, giving a complete description of the defects. Mark the Claim "New Defective Parts". More than one part number may be listed on a Claim.
2. Do not request credit for a new defective assembly, if the assembly can be economically repaired by replacing parts of the assembly; For example - If a new piston assembly has a broken ring, the Warranty Claim should cover a ring set, not a piston assembly. If a new short block assembly has a porous sump casting, the Warranty Claim should cover a new sump and the labor to install it.
3. No labor will be allowed on Claims involving new defective parts from stock, unless labor is required to repair the defective parts or assembly.
4. If you prefer to have the part replaced, rather than receive credit, mark the Claim "Replace Part".
5. Tag and retain new defective parts. Do not return defective material to your Source of Supply. Disposition is described in Section E.
6. Keep the pink copy of the Claim for your records and send the white, yellow and blue copies directly to Briggs & Stratton Corporation, Service Department, P. O. Box 702, Milwaukee, Wisconsin 53201.
7. Payment for the Claims will be made by check directly to you.

E. DISPOSITION OF DEFECTIVE MATERIAL

Parts, short blocks, or engines, replaced under Warranty, MUST be retained and tagged with the customer's name and the Claim number. Parts and short blocks may be scrapped as soon as credit is received. Engines should be retained until scrap authority is received from the Factory or your Briggs & Stratton Distributor. If the Factory wishes to see the material, you will be notified. Send the material, prepaid, to Briggs & Stratton Corporation, 12000 West Burleigh Street, Dock #7, Milwaukee, Wisconsin 53222. Transportation costs will be added to the payment so you will be reimbursed.

F. QUESTIONABLE WARRANTY

If a customer requests Warranty service to which you think he is not entitled, offer the customer the following options:

- a. Charge the customer for the service with the understanding that you will complete a Warranty Claim and have the Claim and damaged parts reviewed by a representative from your Briggs & Stratton Distributor. If the Claim is approved by your distributor, reimburse the customer for all charges relating to our product and send the Claim to the Factory for payment.
- b. If the customer prefers to wait for a Warranty decision, prior to having service performed, complete a Warranty Claim and have the claim and damaged parts reviewed by a representative from your Briggs & Stratton Distributor. If the Claim is approved by your distributor, perform Warranty service at no charge to the customer, and send the Claim to the Factory for payment.
- c. If the customer insists on a decision by the Factory, complete a Warranty Claim and mark the Claim "**Questionable Warranty-Customer charged, or Customer waiting**". Send the Claim, together with the parts, to Briggs & Stratton Corporation, 12000 West Burleigh Street, Dock #7, Milwaukee, Wisconsin 53222. NOTE: In Canada, send Claim and parts to your Canadian Central Service Distributor.

The Factory will contact you regarding its decision. If Warranty is in order, you will receive a check to cover Warranty allowances. If the customer previously paid for the service, you are to reimburse him for all charges he paid, relating to our product.

If Warranty is not allowed, or is partially allowed, you will be so advised; with reasons for our decision. A copy of the letter will be sent to the customer, if you so request.

G. POLICY ADJUSTMENT

In some cases, the customer is not entitled to Warranty because the engine is not really defective. However, if for good customer relations, no charge repair is desirable, write "Policy Adjustment" on the face of the Warranty Claim. These Claims must be approved and signed by a representative from the Factory, or your Briggs & Stratton Central Service Distributor.